



Cornell University  
Library

## **Social Software Applications in a Technical Services Environment**

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# What I'll Cover Today

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- **Why We Were Looking at Social Software**
- **What We Found**
- **Why We Hesitated**
- **What Happens Next**



# Cornell Background Info

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- **Library Technical Services (LTS)**
  - Comprised of :
    - Acquisitions & Cataloging
    - Database Management Services
    - E-Resources & Serials Management
    - Metadata Services (recently moved to IT)
  - Personnel Demographics :
    - 92 People (not FTE)
    - 70 women and 22 men
    - Average age = 49.6
    - 15 Librarians, 77 Support Staff

<http://lts.library.cornell.edu/lts/>



# Cornell Background Info (cont.)

- **Library Technical Services (LTS)**

- Physical distribution

- Acquisitions & Cataloging – Olin 110
    - Database Management Services – Olin 110 & 107
    - E-Resources & Serials Management – Mann Basement

- Unit Libraries

- 20 (or 21) Unit Libraries
    - Spread out over campus
    - Coordinate some TS work with staff located in unit libraries
  - Winters are so NOT fun in upstate New York and winter lasts for 9 months



# Communication Methods in Place

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- Email
- Oracle Calendar
- Electronic distribution Lists (Lyris)
- Content Management Software (CommonSpot)
- Shared Space on a Locally Maintained Server
- Problem Tracking and Project Tracking Software (Jiro/Mantis)
  
- And now... Course Management Systems, Wikis, Blogs, IM and more



# Why Look at Social Networking Software

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- **Facilitate Collaboration in a Physically Distributed Environment – Specifically, Management of Electronic Resources**
- **Limitations of Existing Applications**
- **Improve Productivity by Improving Communication**
- **Distribute the Responsibility for Documenting Workflow Decisions**
- **Purported Ease of Use and Implementation**



# Collaborative Software Options

- **Content Management System**

- A “CMS facilitates the organization, control, and publication of a large body of documents and other content, such as images and multimedia resources. A CMS often facilitates the collaborative creation of documents.”

- **Blog**

- “a user-generated website where entries are made in journal style and displayed in a reverse chronological order”.

- **Wiki**

- “a website that allows the visitors themselves to easily add, remove, and otherwise edit and change available content, typically without the need for registration. This ease of interaction and operation makes a wiki an effective tool for mass collaborative authoring.”

- **Custom software or Event/Ticket Tracking Software**





# CUL's Wiki Implementation

Dashboard

Search

[Log In](#) | [Sign Up](#)  





## Welcome to Cornell University Library's Wiki!


Confluence is the CUL wiki designed to make it easy for you and your team to share information with each other, and with the world.

All content in Confluence is organized into "spaces". So to start browsing content, simply click on one of the spaces listed below.


### Need help?

- ◆ Get started using the [Confluence Cheat Sheet](#)
- ◆ Create a wiki and get help with administrative issues related to Confluence by e-mailing [cul-wiki-admin-l@cornell.edu](mailto:cul-wiki-admin-l@cornell.edu) 
- ◆ Ask a usage question, report a problem, or request an enhancement by e-mailing [cul-wiki-l@cornell.edu](mailto:cul-wiki-l@cornell.edu) 
- ◆ Join the CUL wiki listserv by e-mailing [lyris@cornell.edu](mailto:lyris@cornell.edu) with only **SUB cul-wiki-l firstname lastname** in the body of the message.

Spaces:

[Calendar SIG](#) (calendar) 

[CHLA and Hearth](#) (CHLA) 

[College Administrative Systems](#) (colladats) 


### Recently Updated

 [Copyright Pre-Processing](#) (Mann by [Baseema Banoo Krkoska](#) (1 hour ago)  
Interlibrary Services and Document Delivery)

 [Agenda for Assessment and Usability Retreat](#) by [Maureen Morris](#) (5 hours ago)  
(User Assessment and Usability Group)

 [Home](#) (User Assessment and Usability Group) by [Adam Chandler](#) (5 hours ago)

 [Vaio Salo](#) (vaiovalo) by [Vaio Salo](#) (22 hours ago)


 [200702 Blogs and RSS](#) (Library Technology Exchange Forum (LTEF)) by [Oliver Habicht](#) (22 hours ago)

 [Library homepage key tasks and questions.doc](#) (User Assessment and Usability Group) by [Maureen Morris](#) (23 hours ago)

 [KEW Implementation for KEN - Configuration Settings](#) by [Aaron Godert](#) (18 Feb)  
(Notification Services)

 [Home](#) (Notification Services) by [Aaron Godert](#) (18 Feb)

 [Lending Procedures](#) (Mann Interlibrary Services and Document Delivery) by [Baseema Banoo Krkoska](#) (17 Feb)

 [Renewals Processing \(Web-form borrowers\)](#) (Mann Interlibrary Services and Document Delivery) by [Baseema Banoo Krkoska](#) (17 Feb)

### Favourite Pages

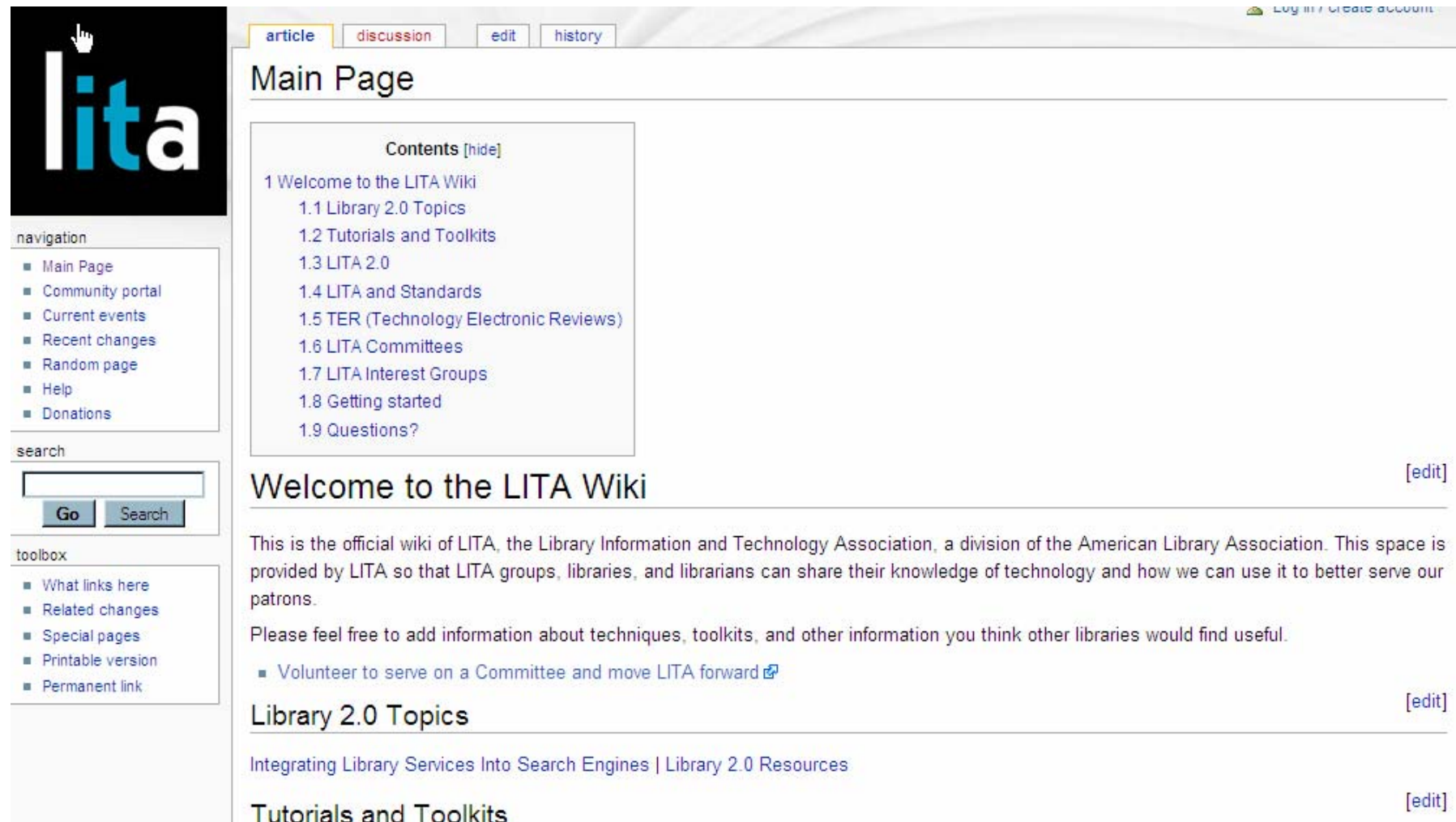
There are currently no pages in your favourites list. You can add pages to this list.



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# Alternative Wiki Setup



The screenshot displays the LITA Wiki Main Page. At the top left is the LITA logo, featuring a hand cursor icon pointing to the word 'lita' in a stylized font. Below the logo is a navigation menu with links: Main Page, Community portal, Current events, Recent changes, Random page, Help, and Donations. To the right of the navigation menu is a search box with 'Go' and 'Search' buttons. Further right is a toolbox menu with links: What links here, Related changes, Special pages, Printable version, and Permanent link. The main content area has tabs for 'article', 'discussion', 'edit', and 'history'. The title 'Main Page' is centered. Below the title is a 'Contents [hide]' section listing a table of contents with links to various pages. The main heading 'Welcome to the LITA Wiki' is followed by a paragraph explaining the wiki's purpose and a list item 'Volunteer to serve on a Committee and move LITA forward'. Below this is a section titled 'Library 2.0 Topics' with a link to 'Integrating Library Services Into Search Engines | Library 2.0 Resources'. The final section is 'Tutorials and Toolkits'. Each major section has an '[edit]' link to its right.

[lita](#)

navigation

- [Main Page](#)
- [Community portal](#)
- [Current events](#)
- [Recent changes](#)
- [Random page](#)
- [Help](#)
- [Donations](#)

search

[Go](#) [Search](#)

toolbox

- [What links here](#)
- [Related changes](#)
- [Special pages](#)
- [Printable version](#)
- [Permanent link](#)

[article](#) [discussion](#) [edit](#) [history](#)

## Main Page

**Contents [hide]**

- 1 [Welcome to the LITA Wiki](#)
  - 1.1 [Library 2.0 Topics](#)
  - 1.2 [Tutorials and Toolkits](#)
  - 1.3 [LITA 2.0](#)
  - 1.4 [LITA and Standards](#)
  - 1.5 [TER \(Technology Electronic Reviews\)](#)
  - 1.6 [LITA Committees](#)
  - 1.7 [LITA Interest Groups](#)
  - 1.8 [Getting started](#)
  - 1.9 [Questions?](#)

## Welcome to the LITA Wiki [\[edit\]](#)

This is the official wiki of LITA, the Library Information and Technology Association, a division of the American Library Association. This space is provided by LITA so that LITA groups, libraries, and librarians can share their knowledge of technology and how we can use it to better serve our patrons.

Please feel free to add information about techniques, toolkits, and other information you think other libraries would find useful.

- [Volunteer to serve on a Committee and move LITA forward](#) [🔗](#)

## Library 2.0 Topics [\[edit\]](#)

[Integrating Library Services Into Search Engines | Library 2.0 Resources](#)

## Tutorials and Toolkits [\[edit\]](#)



# E-NERF (Networked Electronic Resource Form)

## Networked Electronic Resource Form

(Jump to [e-resource tracking](#))

Selector name	<input type="text"/>
Selector netid	<input type="text"/>
Selector password	<input type="text"/>
Resource name	<input type="text"/>
Resource URL	<input type="text"/>
Supplier	<input type="text"/>
<b>Trial information</b>	
Provider/personal contact information	<input type="text"/>
Trial site URL	<input type="text"/>
Start/end dates	<input type="text"/>
Username/password	<input type="text"/>
<b>Resource information</b>	
What type of resource is this?	<input type="checkbox"/> index <input type="checkbox"/> full text <input type="checkbox"/> catalog
Estimated cost of resource	<input type="checkbox"/> open access
	\$ <input type="text"/> <input type="text" value="annual"/>
Fund code(s)	<input type="text"/>



# Bug Tracking System



Anonymous | [Login](#) | [Signup for a new account](#)

02-20-2007 14:45 EST

Project:

[Main](#) | [My View](#) | [View Issues](#) | [Change Log](#) | [Docs](#)

Viewing Issues (1 - 6 / 6) [ [Print Reports](#) ] [ [CSV Export](#) ]

P	ID	#	Category	Selector	Status	Updated	Summary
	<a href="#">0000073</a>		<a href="#">[Workflows]</a> Consortial arrangement (database)	liisa	<a href="#">new</a>	09-19-06	asdfs
	<a href="#">0000072</a>		<a href="#">[Workflows]</a>		<a href="#">new</a>	09-08-06	asdfs
	<a href="#">0000007</a>		<a href="#">[Workflows]</a> Consortial arrangement (database)	administrator	<a href="#">registration and activation</a>	08-04-06	test
	<a href="#">0000003</a>		<a href="#">[Workflows]</a> Consortial arrangement (database)		<a href="#">new</a>	08-04-06	The Completely Useless Encyclopedia
	<a href="#">0000001</a>		<a href="#">[Workflows]</a> Consortial arrangement (database)	administrator	<a href="#">notify EZProxy and WebBridge maintainers (administrator)</a>	08-04-06	test1
	<a href="#">0000002</a>		<a href="#">[Workflows]</a> Consortial arrangement (database)	administrator	<a href="#">new</a>	08-04-06	Wonderfully remote



# Software Considerations

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- **Ease of Installation and Access**
- **Clear Objectives and Structure**
- **Usability, Training and Support**
- **Pilot Project – Start small**
- **Scalability**



# Where We Are Now

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- **Taking a Small Project and Working Through it From the Ground Up**
- **Picking a Project that Involves Staff from Multiple Physical Locations**
- **Pick a Project that Develops a New Workflow or New Product – E-Books Management**
- **Define Clear Objectives**
- **Evaluate Effectiveness of Software**
- **Evaluate Whether the Software is Appropriate for Wider Use**



# Conclusion

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- **Still Some Open Questions**

- Can Social Networking Applications Double as Productivity Software
- Is it Best Used for Discrete Projects or Can it be Used to Facilitate and Improve Established Workflows
- How Many Different Types of Software Can be Reasonably Integrated into the Technical Services Workflows
- What are the Impacts on the Staff – Training, Complexity, Evaluation, Productivity



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# **And Now on to Instant Messaging @FSU**

**Thank you!**

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